

# Complaints Q3 2015-16

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Business Support (BS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Council Tax	Delays in responding or complaints about the administrative process	Written Apology		Norton West	Initial complaint	26-Oct-2015	28-Oct-2015	4
Dissatisfaction with Benefits Procedure	Delays in responding or complaints about the administrative process	Written Apology		Pickering East	Initial complaint	02-Nov-2015	04-Nov-2015	
Dissatisfaction with Lack of Response	Delays in responding or complaints about the administrative process	Explanation Given		None Given	Initial complaint	16-Nov-2015	26-Nov-2015	
Dissatisfaction with Customer Service	Complaints regarding conduct, attitude and actions of employees	Written Apology		Pickering West	Initial complaint	16-Nov-2015	19-Nov-2015	

Development Management (DM)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with planning procedure and staff	Dissatisfaction with the way Council policies are carried out	Explanation Given		Wolds	Initial complaint	26-Oct-2015	28-Oct-2015	2
Dissatisfaction with Processing of Planning Application	Dissatisfaction with the way Council policies are carried out	Explanation Given		Helmsley	Initial complaint	27-Oct-2015	29-Oct-2015	

Development Management (DM); Legal Services (LS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Dissatisfaction with Planning Procedure and Staff	Dissatisfaction with the way Council policies are carried out	Explanation Given		Ampleforth	Initial complaint	07-Dec-2015	15-Dec-2015	1

Human Resources (HR)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Confidential Complaint	Dissatisfaction with the way Council policies are carried out	Explanation Given		Malton	Initial complaint	02-Nov-2015	06-Nov-2015	<b>1</b>

Streetscene (SS)								
Summary of Complaint	Complaint Type	Complaint Remedy	Additional Action	Ward	Stage of Complaint	Opened Date	Closed Date	Total
Toilets in Thornton Dale	Failure to achieve standards of service	Written Apology		Thornton Dale	Initial complaint	15-Oct-2015	16-Oct-2015	<b>2</b>
Damage to Grass	Complaints regarding conduct, attitude and actions of employees	Explanation Given		Ampleforth	Initial complaint	25-Nov-2015	30-Nov-2015	